



DFS Newsletter

APRIL 1, 2005

VOLUME 2, ISSUE 2

SPECIAL POINTS OF INTEREST:

- Featured DFS Sections: Complaint Intake Unit & Medical Facilities Planning
- DFS Code of Ethics
- A Note From Data Management
- Dedication to Joseph Milanese

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Governor Deploys the Troops

On January 24, 2005, Governor Easley and Secretary Hooker Odom suspended licensing of children's residential facilities. In addition, they ordered the Division of Facility Services to inspect approximately 1100 children's group homes by the end of March. The majority of other licensure activities have been put on hold. As of March 14, 2005, 407 surveys have been completed, and approximately 35 administrative actions have been issued. In addition to these inspections, Mental Health has continued to investigate serious complaints.

These investigations and their consequent actions would not have been possible without the ongoing efforts of our Mental Health Licensure staff and our ICF/MR staff. In between federal complaints, our Psychiatric Team has

been pitching in, and the Division of MH/DD/SAS has also been lending a hand.



**MENTAL HEALTH STAFF
MEMBERS: STACY SILVIA,
WAYNE DENNING, AND
BRENDA JORDAN-CHOATE**

Many of our surveyors have been working long hours, and are to be commended for their professionalism, their diligence, and their motivation to complete this project. We appreciate the hard work they have done, and we know that they have much left to do. We, the administration, have renewed appreciation for the abilities and competence our Mental Health Licensure and Certification staff brings to the Division of Facility Services.

Written by:
Stephanie Alexander &
Phyllis Daw

Complaint Intake Unit

The Complaint Intake Unit (CIU) receives complaints via telephone or written correspondence for the Licensure and Certification Section, Mental Health Licensure and Certification Section and Adult Care Section. The CIU also receives complaints that involve the Construction Section. The Unit receives complaints for Nursing Facilities, Hospitals, Home Care Agencies, Home Health Agencies, Dialysis Centers, Ambulatory Surgery Facilities, Rural Health Clinics, Cardiac Rehabilitation Programs, Nursing Pool Agencies, Hospice Agencies, Clinical Laboratories, Suppliers of Portable X-ray Services, Abortion Clinics, Comprehensive Outpatient Rehabilitation Facilities, Mental Health Group Homes, Substance Abuse Programs, and other mental health 24-hour, outpatient & day treatment

facilities. Complaints for adult care homes and family care homes continue to be received by local departments of social services. The CIU receives complaint

information for these homes and forwards the complaint information to local departments of social services on behalf of complainants, if complainants have experienced difficulty addressing their concerns with a department of social services. The CIU assisted 86 of these complainants in 2004 by formally referring their complaints to the local DSS for investigation.



**COMPLAINT INTAKE STAFF MEMBERS:
(BACK) JOSHUA WEAVER, RITA HORTON,
& LOU MORTON; (FRONT) ANN BALDWIN &
RENEE FILIPPUCCI-KOTZ**

The CIU is a centralized Unit that receives and processes complaints and reported incidents for those health care facilities/agencies that the Division of Facility Services (DFS) licenses in North Carolina. This Unit became operational July 1, 2004 to enhance customer service for the Division. Prior to the implementation of .

CIUcont'd

this Unit, each Section within the Division was responsible for receiving and processing complaints for their individual Sections. Rita C. Horton is the Assistant Chief for this Unit, and the Intake Consultants are Ann Baldwin, Ransom Creech, Renee Filip-pucci-Kotz and Lou Morton. Joshua Weaver provides support duties for the Unit. The CIU is located in the Broughton Building here on the Dorothea Dix Hospital campus.

The CIU received and processed a total of 3,565 complaints in 2004 with the majority of the complaints in nursing facilities (59%). Other complaints included 8 % for general hospitals and 8% for Residential Treatment Facilities for Children/Adolescents with Emotional Disturbance or Mental Illness (mental health group home). The majority of complaints are received by telephone. A toll free telephone number (1-800-624-3004) is available for the public to call within North Carolina. The public may call this number and speak with any of the Intake Consultants to register a complaint against any of the above facilities/agencies. The CIU prioritizes each complaint to determine the severity and urgency of the allegations, so that appropriate and timely

action may be taken. The appropriate Section within DFS then conducts an investigation.

The CIU receives required self reports by the above facilities/agencies as well. For example, death reports for adult care homes and mental health providers are received by the Unit. In addition, adult and child protective services reports for all licensed facilities are received by this Unit. Reports of abuse, neglect and misappropriation of property without named perpetrators are also processed by the CIU. All of these reports are reviewed to determine if compliance issues are apparent and if so, prioritized for investigation. The CIU received and processed 1,916 of these reports in 2004.

Computer systems are used to maintain complaint and reporting information on each facility/agency, resident/patient/client, complainant and perpetrator. All information from complaints and reports is entered into these computer systems by the Intake Consultants.

The CIU has developed a list of state and community resource contacts to share with the public when callers have concerns or

issues outside the jurisdiction of the Division. The Intake Consultants are also available to complainants should they have questions at any point during the investigation process. The CIU assisted 1,715 of these callers with questions and/or locating other resources available in the state or their community in 2004.

The CIU strives to assist the public to resolve their health care concerns and assist to protect those citizens currently receiving health care in North Carolina.

A Note from Data Management...

Blocking Spam Emails

If you receive Spam and you would like to have it blocked in the future, it can be sent to Spam@NCMail.net. Before you send it to the address above you must follow some simple instructions. Include the following.

- Body of message
- All Email header information

To copy the body of the message and all Email header information and paste it in a new Email:

- Click on View.
- Click on Message Source.
- Click on Edit.
- Click on Select All.
- Click on Edit.
- Click on Copy.
- Close or minimize message.
- Click on Compose.
- Place cursor in body of the message.
- Click on Edit.
- Click on Paste.

Without the text of the message **And** headers, the report is discarded.

Q: How long does it take to for reported messages to be blocked?

A: It depends upon the number of complaints received, and keep in mind many sites have many different locations from which mail is sent. Do not expect Spam to vanish in the first day or so. It may take several weeks for it to be cut down substantially.

Medical Facilities Planning

Medical Facilities Planning -

This section provides staff support to the North Carolina State Health Coordinating Council (SHCC) which makes recommendations to the Department and the Governor regarding the degree of unmet need for health facilities and services throughout the state. The section holds public hearings on the proposed plan in the summer and responds to public comments received.



STAFF MEMBERS: JIM KEENE, FLOYD COGLEY, KELLI FISK, & TOM ELKINS

Our section publishes the annual State Medical Facilities Plan under the direction of the SHCC. The Plan provides background information and data on unmet need, including annual need determinations which are available for Certificate of Need (CON) review within the specified calendar year. Each Plan takes effect on January 1st and expires on December 31st.

We have three Medical Facilities Planners: Floyd Cogley, Tom Elkins and Jim Keene. Kelli Fisk is the secretary for the section.

There are twenty-seven members of the SHCC that are appointed by the Governor. The SHCC has three Committees as follows:

Acute Care Services Committee (planning for general acute care beds, operating rooms, open heart surgery services, heart-lung bypass machines, burn intensive care services, transplantation services

[bone marrow transplants and solid organ transplants], and inpatient rehabilitation services)

Staffed by: Jim Keene

Technology and Equipment Committee (planning for lithotripsy, gamma knife, radiation oncology services – linear accelerators, positron emission tomography scanners, magnetic resonance imaging scanners, and cardiac catheterization /angioplasty equipment):

Staffed by: Tom Elkins

Long-Term and Behavioral Health Committee (planning for nursing care facilities; adult care homes; home health services; hospice services; end-stage renal disease dialysis facilities; psychiatric inpatient facilities; substance abuse, detoxification, inpatient and residential services; and intermediate care facilities for the mentally retarded):

Staffed by: Floyd Cogley, Tom Elkins and Jim Keene

Editorial: A State of Grace

We are the face of the State of North Carolina and as such we need to be sure to present the best face that we can. Sometimes we are the only direct link to the government that the citizens of our State have. It is important that the face we present is friendly, worthy of trust, and helpful. We are also the voice of the State to the many citizens who call daily with questions, concerns, problems and a sincere desire to talk to someone who can provide an answer. We may not always be able to provide the answer that the individual wants, but we must be careful to treat each person who calls with the dignity that they deserve and the professionalism that they should expect.

Recently, we received a copy of the Division of Facility Services Code of Ethics. The document is straight forward, clear, concise, an easy guide to follow and what we ourselves would expect if we were a member of the public dealing with our agency.

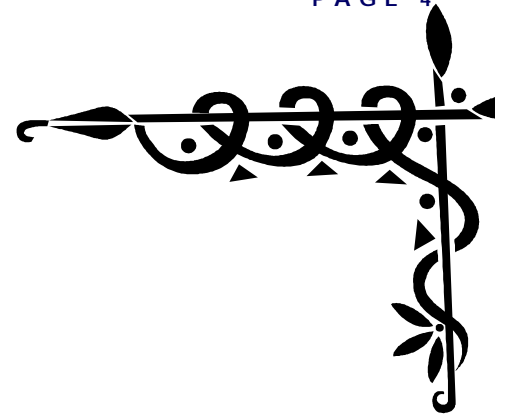
We do have an "obligation to the public" and to our "fellow employees". Our obligation requires us to be well informed, thorough, fair, and impartial. In a word – Professional. There will be days when our patience is stretched to the limit but it is then that we need to be on our guard to represent our Division in the best possible light.

When we are "on the road" we need to be aware of our public identity and conduct ourselves accordingly. This professional approach to the work at hand will help to foster a sense of cooperation among all of the people involved in a project, survey, complaint or other situation, then we are doing our job in the proper way.

Be assured, also, that it is necessary to promote an attitude of cooperation while in the office taking care of the day to day things that pop up.

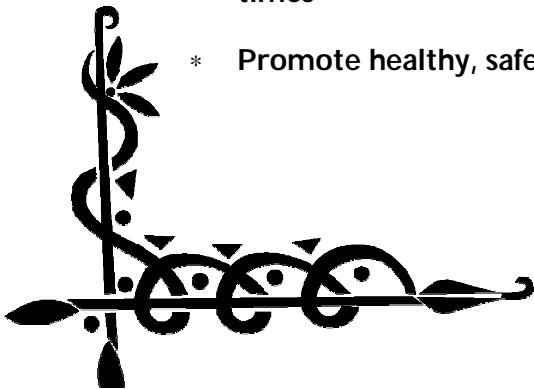
If we work as a team and represent the State with propriety and goodwill, we all win and so does the public we serve.

DFS Code of Ethics

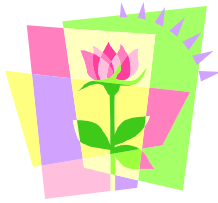


In recognition of their obligations to the public and to fellow employees of the Department of Health and Human Services, DFS employees pledge to:

- * Recognize and avoid relationship or activities that present a conflict between personal interests and professional ethics
- * Perform work duties and make decisions with integrity and in compliance with rules of confidentiality, impartiality and fairness
- * Observe local rules and regulations when visiting other agencies and facilities
- * Maintain a professional demeanor in all settings
- * Treat fellow employees and constituents with dignity, courtesy and respect at all times
- * Promote healthy, safe, productive and harmonious work environments



Hello and Happy Spring from Personnel!



Thank goodness it's spring..... Seems like it's been a long winter!

Just want to remind you all that we are still in the 'White House'

located right beside the Council Building, and we've now been here 6 months. Our mailing address has not changed. Please continue to send inter-office mail to DFS Personnel, Council Building and US mail to 2715 Mail Service Center, Raleigh, NC 27699-2715. Please don't send inter-office mail to "The White House". The main line to our office is 919-855-3859.....so feel free to call or stop by and visit anytime.

We've had a change in Personnel since January....I was promoted into the Personnel Analyst role, and we've hired a new person to fill my old role of Health Benefits Representative and Salary Administration Specialist (and everything else under the sun... which is just my perspective, of course). Doris Kester started on March 14, and she comes to us from the Division of Services for the Blind. Please come over if you have a chance and meet Doris. I'm sure you will enjoy working with her.



DFS'S NEW HEALTH BENEFITS REP. & SALARY ADMINISTRATION SPECIALIST, DORIS KESTER.

We continue to hire new DFS staff and below is our list of new hires since January.

Personnel:
Doris Kester

Jails & Detention:
Gina Wooten
Chris Wood

Licensure & Certification:
Kathleen Koch
Sharon Devers
Waunea Woods
Angela Brown
Virginia Watson

Shonda Kelly—Welcome Back!

Complaints Intake Unit:
Luann Rudd-Muntz

Nurse Aide Training & Registry Administration:
Gaynelle Rogers

Certificate of Need:
Helen Alexander

Mental Health:
Donna Kurtz
Toni Rankin
Janet Spivey—Welcome Back!

Office of Emergency Medical Services:
Lana Nixon

Construction:
Angela Langston

Retirements:
John Moore
Donnie Byrd
Keith Dickenson

Don't forget that effective April 1, 2005 Medco will become the pharmacy benefit manager for the NC Teachers' and State Employees' Comprehensive Major Medical Plan (State Health Plan). If you haven't received a packet from the SHP with a new member ID card, please let us know.

As always, please do not hesitate to call us if you have any personnel related questions.

Written by Debbie Souza



LANA NIXON, OFFICE OF EMS NEW EMPLOYEE

Announcements



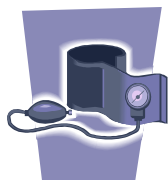
Revamped Fort Fisher Offering Great Training Facilities for State Agencies -

The North Carolina National Guard Training Center at Fort Fisher offers lodging, meals, and classrooms at very low rates to North Carolina state agencies in need of a place to conduct training. Each classroom has comfortable seating with tables and top-notch audio-visual equipment. A large computer lab with internet access is also available. Students can stay in the new lodges that have televisions with VCR-DVD players, telephones, and internet access and can walk from the classroom to the dining facility. Located in scenic Kure Beach, between the Atlantic Ocean and Cape Fear River, this facility can be reserved all year long by state agencies for training, retreats, conferences, etc.

Date: All year

Location: Fort Fisher Training Center, Kure Beach

Contact: Michelle Usher, michelle.usher@nc.ngb.army.mil, 910-251-7317



Blood Pressure Checks -

Having a stressful morning? Get that blood pressure checked! Every 4th Friday of each month there are blood pressure checks in the basement of the Council Building beginning at 10:00 a.m.

Spring Forward, Fall Back - Don't forget to move those clocks up an hour! Daylight Saving time begins April 3rd at 2:00 a.m..



Congratulations! - On Saturday, March 12, 2005, **Renee R. Kowalski** with Mental Health Licensure & Certification married Christian M. Ames in Las Vegas. Friends and family were present both in the Chapel and via the live WebCam. To view the ceremony, go to <http://www.alittlewhitechapel.com/>. Click on

"WebCam click here", then go to "click here to watch a wedding". When it asks for the name type in Christopher Ames. Best Wishes Renee and Christian!



CHRISTIAN & RENEE AMES

Azzie Conley Named to National Expert Panel - Azzie Conley, R.N., Manager of the Licensure and Certification Section's Acute and Home Care Branch, was recently named to a newly created national advisory panel called the Emergency Medical Treatment and Labor Act (EMTALA) Technical Advisory Group (TAG). One of the many responsibilities of the Acute and Home Care Branch is to conduct inspections on behalf of the federal government related to EMTALA. The EMTALA law requires hospitals to screen every patient requesting examination and treatment (usually at a hospital emergency department) to determine if the patient has an emergency medical condition. The hospital cannot transfer or discharge a patient with an emergency medical condition unless the condition has been stabilized or the hospital lacks the capacity or capability to adequately treat the patient. In addition, the law specifically extends its protection to women in labor who present to the hospital. The law is typically referred to as the "anti-dumping law" and was developed to prohibit patient dumping from one hospital to another due to lack of insurance or other issues.



Announcements cont'd

Whenever DFS receives an EMTALA complaint, the Acute and Home Care Branch conducts the investigation to assist the federal government in determining if there has been a violation.

The EMTALA TAG, which Azzie will be serving, is comprised of experts and professionals from all over the United States and will be advising the federal government on EMTALA related issues. Azzie will be representing the southeastern United States and brings years of experience and expertise in the area of EMTALA investigations. She will be serving with a variety of health care and other experts including Dr. Mark McClellan, Administrator for the Centers for Medicare and Medicaid Services.

Congratulations to Azzie on her appointment to this national expert panel and we're confident she will do a superb job in representing North Carolina!



Requirement for Reimbursement during Travel Status - Meals during Daily Travel:

Employees may be reimbursed for meals for partial days of travel when in overnight travel status and the partial day is the day of departure or the day of return. The following applies:

	<u>In State</u>	<u>Out of State</u>
Breakfast	\$6.75	\$6.75
Lunch	\$8.75	\$8.75
Dinner	\$15.00	\$17.00
Lodging (actual, up to)	\$57.25	\$68.00

Breakfast: depart duty station prior to 6:00a and extend the workday by 2 hours.

Lunch: depart duty station prior to Noon (day of departure) or return to duty station after 2:00p (day of return).

Dinner: depart duty station prior to 5:00p (day of departure) or return to duty station after 8:00p (day of return) and extend the workday by 3 hours.

Allowances cannot be paid to employees for lunches if travel does not involve an overnight stay; however, employees can be eligible for allowances for the breakfast and evening meals when the following applies:

Breakfast (morning): depart duty station prior to 6:00a and extend the workday by 2 hours.

Dinner (evening): return to duty station after 8:00p and extend the workday by 3 hours.

Allowances for the breakfast and evening meals for employees working nontraditional shifts must have prior approval from OSBM.

Requirements for an overnight stay:

The travel must involve a travel destination located at least 35 miles from the employee's regularly assigned duty station (vicinity) or home, whichever is less.

Upcoming Events

Administrative Professionals Day - Don't forget your support staff! April 27, 2005 is National Administrative Professionals Day. Show your appreciation for your Administrative Professionals!



And as of 2003, National School Nurse Day is celebrated on the Wednesday within National Nurses Week (May 6-12) each year. (Previously, the fourth Wednesday in January had been set aside for the recognition of school nurses by the National Association of School Nurses.)"

(<http://nursingworld.org/pressrel/nnw/printhist.html>)



National Nurses Week - "National Nurses Week begins each year on May 6th and ends on May 12th, Florence Nightingale's birthday. These permanent dates enhance planning and positions National Nurses Week as an established recognition event. As of 1998, May 8 was designated as National Student Nurses Day, to be celebrated annually.

Please submit your announcements and/or upcoming events to sandra.tatum@ncmail.net



DFS Newsletter Committee

Sandra Tatum
Reggie Foster, Construction
Denis White, Construction
Wendy Williams, Adult Care
Debbie Souza, Personnel
Michele Elliott, Adult Care
Karen Pruett, Health Care Personnel Registry
Kelli Fisk, Medical Facility Planning
Jeff Horton, Licensure & Certification
Lou Morton, Complaint Intake Unit
Joan Byrd, Data Management
Jessica Trembly, Office of EMS

Please contact us at:
sandra.tatum@ncmail.net



THE DFS NEWSLETTER COMMITTEE WOULD LIKE TO DEDICATE THIS ISSUE OF THE DFS NEWSLETTER TO JOSEPH MILANESE.

JOSEPH WAS KILLED IN A CAR CRASH ON MARCH 25, 2005. HE WAS A STAFF MEMBER OF THE ICF/MR SECTION OF MENTAL HEALTH AS WELL AS A MEMBER OF OUR NEWSLETTER COMMITTEE. WE WILL ALL MISS HIM.

IN THE WORDS OF STEPHANIE ALEXANDER, CHIEF OF MENTAL HEALTH LICENSURE & CERTIFICATION, "HE WAS A CONSCIENTIOUS EMPLOYEE, BUT MORE IMPORTANTLY, WAS VERY HAPPY TO BE A HUSBAND AND FATHER."

PLEASE VISIT JOSEPH'S WEBSITE AT [HTTP://8THWOOD.COM/JOSEPH_MILANESE.HTM](http://8THWOOD.COM/JOSEPH_MILANESE.HTM) TO FIND OUT MORE ABOUT HIS LIFE AND TO READ SOME OF HIS POETRY.

Recipes



5-Cheese Lasagna

Please send your recipes to sandra.tatum@ncmail.net

Notes: You can make this one ahead, and serve later.

Ingredients:

CREAM SAUCE:

1/4 C. Butter
1/4 C. Flour
2 C. Milk

CHEESE FILLING:

1/4 C. Sun-dried tomatoes
-- oil Packed -- minced
1 tablespoon Fresh garlic -- minced
3 1/2 C. Ricotta cheese
3 Eggs
1 C. Grated Parmesan cheese
1/2 C. Grated Romano cheese
1/2 tsp. Salt
1 tsp. Black pepper

OTHER:

4 C. Mozzarella cheese -- shredded
1 C. Spinach lasagna noodles or Regular if unavailable
Marinara sauce -- as desired
Extra Parmesan cheese
Freshly grated

Preparation:

To make sauce melt butter with medium heat in heavy, 1 quart saucepan. Add flour and stir until well blended; cook until frothy. Add milk, stirring constantly with wire whisk as mixture comes to a simmer. Cook and stir until thickened (3-4 minutes). Chill while mixing other ingredients. Drain and mince tomatoes and garlic. Place other cheese filling ingredients in 3-quart mixing bowl with tomatoes and garlic. Add 1-1/2 cups of cooled cream sauce and mix until well blended. Refrigerate, reserving 1/2-cup for later use.

Cook lasagna noodles according to package directions. Cool under cold water and drain. Place 3 lasagna noodles in a 9x13x2 lightly oiled baking dish, overlapping slightly. Spread 1-1/2 cups cheese filling over noodles; sprinkle with one cup mozzarella and 1/4-cup fontina cheese. Repeat pasta and cheese layering three more times; top with remaining three lasagna noodles. Spread 1/2-cup of reserved cream sauce over top and cover lightly with foil. Preheat oven to 350° and bake for 1 hour. Remove from oven and keep warm at least 30 minutes before serving.

Serve topped with hot marinara and Parmesan cheese. (Can be refrigerated a day before baking if desired.)